

For more information contact:

**Nebraska Commission
for the
Deaf and Hard of Hearing**

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Lincoln, NE 68510-4844
(402) 471-3593 V/TTY
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Toll Free: 1-800-545-6244 V/TTY
E-mail: lstaff@ncdhh.state.ne.us

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Omaha, NE 68102-1836
(402) 595-3991 - V/TTY
Fax: (402) 595-2509
Toll Free: 1-877-248-7836 V/TTY
E-mail: ostaff@ncdhh.state.ne.us

200 South Silber, Room 207
North Platte, NE 69101-4298
(308) 535-6600 V/TTY
Fax: (308) 535-8175
Toll Free: 1-888-713-3118 V/TTY
E-mail: npstaff@ncdhh.state.ne.us

Referrals can be made directly on the
NCDHH website at:

**[www.nol.org/home/NCDHH/
interp_referralsvc.htm](http://www.nol.org/home/NCDHH/interp_referralsvc.htm)**

Office Hours:
Monday-Friday
8:00 a.m. to 5:00 p.m.
(Closed on State Holidays)

NEBRASKA COMMISSION
FOR THE DEAF AND
HARD OF HEARING

**How to
Obtain an
Interpreter**



Americans with Disabilities Act (ADA)

ADA requires that ALL public accommodations (health care facilities, theatres, government/state agencies etc.) be accessible to deaf and hard of hearing individuals. This may include hiring an interpreter if requested. The deaf or hard of hearing consumer is not required to pay for the interpreter(s). *(Referenced from 101-336 1990)*

Evaluation Forms

Periodically, NCDHH will send evaluation forms to the hiring party as well as to the consumer. These forms provide feedback on professional services rendered by interpreters. Filling out and returning the form is voluntary. You may also ask for a form if one was not provided.

After-Hours Interpreter Requests

If an interpreter is needed after regular business hours, weekends, or holidays one may be available from a list provided by NCDHH.

To obtain this list of interpreters contact our office during regular business hours and we can fax or mail one to you or if we are not available visit our web site at:



www.nol.org/home/NCDHH/emergency.htm

**Agency's/Service Provider's
Responsibilities**

1. Maintain the assignment with the client/consumer and the interpreter(s). It is important to keep the client, the sign language interpreter, and the NCDHH Interpreter Referral Service informed of any changes that should occur in scheduling.
2. When you obtain an interpreter for an assignment that is later canceled, you can contact NCDHH and the staff will notify the interpreter(s), or you can call the interpreter(s) directly. Generally most private practice sign language interpreters have a 24 – 48 hour cancellation policy. If the required cancellation notification is not given, your agency could still be responsible for payment of the interpreter(s) for specified hours.
3. Should the client/consumer not show up for the scheduled appointment: your agency is still responsible for paying for the interpreter(s) for the hours agreed upon.
4. For more information regarding how to best utilize the services of a sign language interpreter, NCDHH can provide your agency with a copy of the ***NCDHH Interpreter Services Handbook*** and additional information upon request.

How to Obtain an Interpreter

The Nebraska Commission for the Deaf and Hard of Hearing (NCDHH) is a state agency designed to serve the needs of deaf and hard of hearing individuals in Nebraska.

NCDHH offers a statewide sign language interpreter referral service, in order to assist persons, businesses, and agencies in their efforts to make their facilities and programs accessible to deaf and hard of hearing people. This service is located through the NCDHH Omaha Office. The staff is responsible for taking interpreter requests and referring interpreting assignments to private-practice sign language interpreters. The sign language interpreters listed in the NCDHH Interpreter Directory are private-practice interpreters and have their own established business practices and rates.

The NCDHH statewide interpreter referral service provides interpreters for American Sign Language (ASL), spoken English, and oral interpreting assignments in settings such as medical, legal, mental health, employment,

educational, civil and recreational situations.

When the NCDHH interpreter referral staff member is unable to secure a qualified private-practice interpreter, a NCDHH staff interpreter may be sent on the interpreting assignment. If a NCDHH staff interpreter is utilized, NCDHH will bill agencies, businesses and/or individuals at established rates.

Interpreters listed in the directory must hold one or more of the following qualifications:

- Certification from either the National Registry of Interpreters for the Deaf (RID) or the National Association of the Deaf (NAD), or
- Evaluated by the Mid-America Quality Assurance Screening Test (QAST) or the Educational Interpreter Performance Assessment (EIPA)

Contacting Referral Service

The Interpreter/ Program Coordinator is located in the NCDHH Omaha office and is available to answer questions and address complaints related to interpreting services.

The referral process begins by contacting the NCDHH Sign Language Interpreter Referral Service:

Omaha Metro Area
(402) 595-3991 V/TTY

Lincoln / Greater Nebraska (toll free)
1-877-248-7836 V/TTY

NCDHH Website:
www.nol.org/home/NCDHH/interp_referralsvc.htm

Referral Procedure

When contacting the NCDHH office to request a sign language interpreter, certain information (see below) is required to ensure that the appropriate and most qualified sign language interpreter is secured for the assignment.

Every effort is made to match the appropriate interpreter to the requirements of the assignment.

- Date, time, and location of the assignment;
- Duration of the assignment (if more than 1.5 hours, two interpreters maybe needed);
- Type of assignment (medical, legal, mental health, etc.);
- Number of deaf/hard of hearing participants;
- Name of clients;
- Contact person's name and phone number;
- Preferred interpreter (ask the client);

- Interpreters already contacted (if any).

After a sign language interpreter has been contacted and has accepted the assignment, they are given the pertinent information regarding the assignment, consumer's name and phone number of the contact person.

The NCDHH interpreter referral staff will then inform the contact person of the name and contact information of the assigned sign language interpreter. The contact person should expect to be contacted by the sign language interpreter that has been scheduled for the assignment.

It is the responsibility of the interpreter and the payor to discuss any unmentioned details, minimum charges, information on the cancellation policy, billing practices or other business related information. In most cases the assigned interpreter will confirm with the contact person.

